

D R A F T

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ILLEGIB**COMMUNICATIONS**

Upgrade OL customer services and image through an enhancement of IMSS communications with Logistics Central, with decentralized logistics representatives, and with external components with whom IMSS does business.

Within OL Central**Provide Orientations on:**

The OL Planning Process - *Edie*
 The OL Regulatory Issue Process - *John*
 The Property Claims Process - *Luce*
 The Records Management Process - *Rudi*
 The CLAS Program - *Ken*
 The On-Going OL ADP Program - *Bice*
 The On-Going Wang Systems Program - *Bice*

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Pursue Increased Use of Communications Mediums:

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Logistics Advisory Notices (LAN's) —
D/L Quarterly Presentation

With Decentralized Logistics Representatives**Provide Orientations on:**

Property Claims
 CLAS Program
 On-Going OL-ADP Program

Pursue Increased Use of Communications Mediums:

Logistics Advisory Notes (LAN's). — (X)
 D/L Quarterly Presentations.
 O/L Visitation Program.

With External Components with whom IMSS Does Business**Provide Orientations on:**

Property Claims Process.

Pursue Increased Use of Communications Mediums:

Continually Enhanced DDA Quarterly Presentations
 Potential DDA Quarterly Presentations to

Chiefs of Support
 Other Iterations of Agency as Deemed Desirable

External and Internal to OL

Prepare and Disseminate "OL Yellow Pages"

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